

FAQ's:

(Q) What arrangements are being made to provide for security within the local military community once units deploy?

(A) Safe Neighborhood Awareness Program (SNAP) has been implemented. Your building coordinator is also the SNAP coordinator. Frequency of MP patrols increase. The BSB is responsible for security. Questions on security should be forwarded to their office.

(Q) I live in individual private rental housing and feel very isolated. Will I be able to move on post?

(A) Military personnel living in private rental housing are able to apply for Army Family Housing provided:

1. Individual is on an accompanied tour and
2. Has at least 6 months remaining on current tour at the time of assignment to on-post quarters.

The sponsor or spouse should contact the Housing Office directly, DSN 355-2827, commercial 09321-702-2827, to apply for quarters. Termination of private rental housing is IAW the individual's private lease agreement.

(Q) How long can a spouse return to the States before having to vacate quarters?

(A) There is no time limit for spouses visiting the States while sponsors are deployed if the intent is to eventually return to live in their quarters. Spouses who plan to leave for a period of time must contact the Housing Office to provide contact information. It will be kept on file in case of emergencies.

(Q) If the spouse is allowed to return to the States how will the following happen?:

1. (Q) Will a specific Power of Attorney (POA) be required for the person responsible for the quarters?

(A) A specific POA would be required if the quarters had to be vacated to accommodate a scheduled full renovation of the quarters or if the quarters suddenly became uninhabitable. An example of quarters becoming uninhabitable and requiring vacancy would be a flood caused by a ruptured heating/water line.

2. (Q) Who will put in work orders if the area coordinator (AC), building coordinator (BC) and stairwell coordinator are deployed?

(A) Anyone residing in the building can put in a work order. Ideally another AC/BC is appointed before deployment.

3. (Q) Key control – Who will have the keys in the event of an emergency?

(A) After duty hours and in the event of an emergency keys can be obtained through the Military Police from the Fire Department. During duty hours contact the Housing Office at DSN 355-2240, commercial 09321-702-2240.

(Q) Are families still responsible for conducting Spring and Fall cleanup at their quarters during deployment?

(A) IAW USAREUR Supplement 1 to AR 210-50, spouses remaining in quarters while sponsors are deployed “assume responsibility for the quarters”. Spouses are strongly encouraged to support the Spring and Fall cleanups.

(Q) What is the plan for maintenance on lawn mowers, washers and dryers?

(A) Lawn mowers can be turned in to DPW for maintenance. Work order requests for washers and dryers can be turned in to work order desk or may be submitted through the 417th BSB website at www.98asg.wuerzburg.army.mil. Click on 417th BSB, then find Link 417th BSB Directorate of Public Works. Under Menu Work Management you will find the link to submit a Work order/Service order request.

(Q) What is the plan for using Self-Help if AC/BC/ and Stairwell Coordinator are deployed to get any and all equipment for the stairwells?

(A) Every building should have an alternate building coordinator assigned, which should be displayed on the bulletin board. If not, contact the Housing Office at DSN 355-2240, commercial 09321-702-2240, to find out who the alternate is.

(Q) Will single soldiers (officers) be allowed to act as AC/BC/Stairwell Coordinator and Building Fire Marshall?

(A) Currently, there are no buildings where all military personnel are due to deploy. Therefore the senior ranking military person in the building not deployed will assume coordinator responsibilities.

(Q) If the family care plan is activated will the long-term provider be allowed to stay in government quarters? And if so for how long and will a special POA be needed? Will the long-term provider be allowed to use the facilities?

(A) A non-dependent family member may live in the quarters until sponsor return. A special POA should be issued in case of emergencies. Spouse or sponsor needs to submit a request for authorization to allow non-family members to remain in quarters during sponsor's deployment. The request is submitted to the BSB Commander through the Housing Division. Sponsor should also submit a request for the non-family member to utilize facilities.

(Q) Will there be a policy letter issued concerning the payment of utilities/rent for those choosing to return to the States?

(A) Those choosing to return to the States throughout the deployment should set up an Electronic Transfer of Funds for rent and utility payments, and for any other monthly bills. Either sponsor or spouse can initiate the process to ensure that bills are paid.

(Q) Can private rental contracts be broken without penalty?

(A) No. The lease is a legally binding contract between the resident and landlord. Residents must work with the Housing Division to help the process of terminating their lease.

(Q) Can single soldiers, living off post, store their personal belongings at Government expense until their return from deployment? If so, will they have to terminate their rental contract.

(A) Yes, single soldiers scheduled to deploy can have their household goods stored at government expense. Those soldiers storing their goods will have to terminate their lease.

Local policy is to discourage this practice since individuals returning from deployment have no place to stay, may not be able to go into the barracks, and can not draw TLA.

(Q) With the current housing situation concurrent travel for families is not granted. How will those spouses ensure that sponsor entitlements are granted upon arrival in the host nation country?

(A) The deploying service member should leave a specific POA to someone in his unit, like Rear Detachment Command, to accept and sign for quarters on service member's behave. Travel Orders will be executed and forwarded to the installation nearest the spouse residence. Only then can the sponsor's family travel.

(Q) Who will inform a spouse that housing is available, if the sponsor is deployed?

(A) The sponsor should give the Housing Office a point of contact (POC) with a good telephone number. The POC will be informed when quarters are available. Once a dwelling has been accepted and assigned travel orders are executed for the sponsor's family to travel.

(Q) Do quarters have to be vacated or private rental quarters terminated if sponsor's DEROS comes up while deployed?

(A) No. Housing requests that service members update their records with the housing clerk prior to deployment either via telephone, e-mail or fax to reflect the current DEROS, and provide any other information needed, i.e. POC's name, address, telephone number, e-mail, etc.